

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Assistant Golf Professional	Job Family: 4
General Classification: Front-Line	Job Grade: 5

Definition: Under general direction of the Head Golf Professional, provides high-quality customer services to the golfing public; performs assigned golf operational activities; may supervise volunteers and other staff at pro shop or range; conducts instructional programs for individuals and groups; performs other related work as required.

Distinguishing Characteristics: Positions allocated to this class are assigned various functions that are limited in scope and/or application. Work in the class is distinguished from that of higher classifications by the narrower scope of responsibility and performance of more routine assignments. Actual responsibilities will vary according to duty assignment.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Establishes excellent customer relations and ensures highest-quality customer services in dealing with the golfing public.
2. Coordinates and supervises assigned activities and functions relating to golf operations in accordance with established City policies and, as either a PGA or LPGA member; or PGA or LPGA apprentice, applicable guidelines of the PGA or LPGA. These activities may include: performing starting functions including taking reservations and assigning play of golfers; collection of greens fees; rental of golf cars; scheduling and coordinating golf tournaments and other special activities; collection of fees for use of practice facilities; performing retail sales activities of golf equipment and apparel; accounting for City moneys; conducting instructional programs for players at all levels of ability; promoting and supervising the established Handicap System; assisting in the conduct of golf tournaments and other special activities; operating and maintaining the pro shop and range facilities; assisting in overseeing the golf course marshal program; assisting in developing and implementing retail sales programs, including effective merchandising and marketing.
3. May supervise, train and evaluate assigned pro shop, cart and range staff.
4. Identifies and analyzes problems, conducts studies, evaluates alternatives and implements effective solutions.

Position Title: Assistant Golf Professional

Page 2

5. Enforces all rules and regulations governing the use of the golf course, golf cars and other golf facilities.
6. Assists in developing golf course procedures and improvements and in preparing recommendations regarding policies and resources.
7. May represent the course in professional golf activities and at various meetings associated with golf activities; may serve as liaison with other golf courses and member clubs.
8. May assist in budget preparation and administration.
9. Coordinates and performs specialized project, program or operational work as required.

Minimum Qualifications:

Knowledge of: Knowledge of the game of golf, its rules and regulations; knowledge of the principles and practices of golf course administration, golf instruction, golf facilities and equipment, and golf merchandise promotion and marketing; basic computer operations.

Ability to: Ability to effectively coordinate and supervise all assigned golf course activities, including: high-quality customer services, tee time reservations and starting play, pro shop and practice range facilities, club repair activities; developing and implementing golf programs and services; marketing golf programs, goods and services; interpreting and analyzing information; establishing and maintaining accurate records; maintaining the level of knowledge required for satisfactory work performance; communicating effectively; establishing and maintaining effective working relationships with employees, public officials, member golf clubs, golf professional and community groups, and the general public; supervising, training and evaluating staff.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Training and experience equivalent to the completion of the 12th grade and two years of general business/retail experience in a related field. In addition, candidates who conduct golf lessons must also possess one of the following: Class A membership in the PGA; Class A or B membership in the LPGA; or enrollment in the PGA Business Program. Prior successful experience as an assistant golf professional is highly desirable.

Position Title: Assistant Golf Professional

Page 3

Position Title: Assistant Golf Professional

Page 4

Required Licenses or Certificates: Possession of a valid California driver's license.

Working Conditions: Must be willing and able to work various shifts, including nights, weekends and holidays. Must maintain current LPGA or PGA membership.

Established February 28, 2000

Revised August 1, 2000

CLASS SPECS

CS236-F^